REQUEST FOR EXPRESSIONS OF INTEREST

CONSULTING SERVICES – INDIVIDUAL CONSULTANT

**Republic of Serbia**

**Local Infrastructure and Institutional Development (LIID) Project**

**Project ID No. P174251**

**Assignment Title:**

* **Citizen engagement specialist (part time individual consultant), Reference No. SER-LIID-IC-CS-24-18**

The Republic of Serbia has received financing in the amount of EUR 265,200,000 equivalent from the World Bank and the Agency Francaise de Development toward the cost of the Serbia Local Infrastructure and Institutional Development (LIID) Project, and intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

**Scope of work**

Citizen engagement specialist will perform Citizen engagement management tasks of the LIID Project Component 1: Climate Smart Mobility and Component 2: Strengthening Systems and Capacity for Infrastructure Service Delivery, under the Environmental and Social Framework of the WB, to ensure that it achieves objectives materially consistent with the applicable Social Standards. For that purpose, the Project Environmental and Social Management Frameworks (ESMFs) and Stakeholders Engagement Plan (SEP), Labour Management Procedure (LMP), and Resettlement Policy Framework (RPF) were prepared to guide Project implementation in line with the applicable ESF standards. A separate ESMF was prepared to administer environmentally and socially sound implementation of each component. Objectives and tasks of citizen engagement specialist in this ToR refers to the Component 1 and 2.

citizens engagement specialist will serve as the main PIU focal person responsible for ensuring that project implementation is in compliance with World Bank’s citizen engagement principles and policies and provide support to PIU in planning and implementation of the Citizen Engagement plan.

Citizens engagement specialist works under the supervision of the Head of PIU and will be primarily and ultimately responsible for:

* Support the Head and Deputy Head of PIU in organizing, coordinating, integrating, and monitoring operations of the PIU and the institutions involved in the Project, both at the PIU premises and in the field, during its preparation and implementation
* Ensuring that project implementation is in compliance with World Bank’s citizen engagement principles and that the project activities are in compliance with the citizen engagement policies and ESMP prepared for the project
* Support project’s efforts at reaching the targeted communities that will be diverse in many ways – social, economic, ethnic, gender and geographical setting including remote areas
* Preparing detailed citizen engagement and feedback strategy and plan around project activities and interventions. Based on this, prepare annual action plans and detailed quarter-wise plans
* Preparing specific mechanisms and tools of engagement as appropriate such as communication campaigns, report cards/ score cards, satisfaction surveys, system of community monitoring, and instruments needed to carry out the information and awareness campaigns etc.
* Support in designing and implementing of communication plan for project activities in accordance with citizens engagement plan
* Carrying out consultations with various stakeholders especially the community to identify issues and impacts if any and mitigation measures and community’s feedback on the project interventions
* Assistance in work of project complaint / grievance mechanism
* Identifying and addressing the concerns of stakeholders, and providing a forum of continued interaction and feedback response to all stakeholders
* Providing response to local stakeholders concerns and findings. Tracks corrective and preventive actions taken in response to internal and external audit/inspection findings.
* Acting as project citizen engagement representative and community liaison officer to state authorities, WB and the public, including communities affected by project.

On the practical side, the citizens engagement specialist will:

* Identify social parameters under Project Development Objectives (PDOs) and Results Framework (RF) under the project will monitor project’s performance for these parameters
* Develop specific indicators to monitor implementation progress of Citizen Engagement and safeguard plan, and associated activities
* Maintains and implements procedures related to citizen engagement incidents, including reporting and participation in route cause analysis, investigations and recommendations to address identified issues in accordance with the ESMFs
* Develops appropriate tools required for citizen engagement plan
* Overseeing maintenance of the incident registers for various projects and site operations, and compiles data at the corporate level.
* To organize provide a quantitative assessment of government/service provider performance and service delivery based on citizens’ experience- Citizen/Beneficiary Satisfaction Surveys . To assist local authorities in organization of Public Hearings - formal community-level meetings where local officials and citizens have the opportunity to exchange information and opinions on cub project activities and results.
* To organize Capacity Building for CE includes training of either individual citizens or civil society organizations so that they can play a more active role in engaging with implementing beneficiary to influence project implementation and service delivery.
* Maintains citizens engagement management library (registers/logs, laws, guidelines, standards, training materials, other).
* Provide internal training as needed on project-related matters to the PIU staff, the MCTI, LSGs, and other ministries, and other relevant stakeholders;
* Participates in project progress meetings to review citizens engagement performance and identify areas of improvement.
* Reviewing citizens engagement standards of each-sub-projects with the aim to identify appliance of the project classification in respect with the directives.
* Actively participate in World Bank supervision missions.
* Submit monthly reports on his/her performance and the performance of experts under personal supervision for approval of payment for services rendered;
* Perform other duties in support of project preparation and implementation, as required;

**Timeframe and Duration**

The Consultant shall provide part time services up to 10 working days per month, for the period of 24 months.

The Consultant shall deliver all the expected outputs at the daily rate that will be dependent on the qualifications, as well as approved project budget.

The Consultant shall not be engaged more than 48 hours per week cumulatively for this assignment plus any other additional assignments/contracts.

**Required qualifications:**

* High school diploma
* Higher education (BSc or MSc )will consider as advantage
* Minimum of 5 years of demonstrated experience in carrying out citizens engagement activities / social intermediation activities/advocacy of different CSO s
* Relevant working experience of handling consultations with multiple stakeholders and coordinating social intermediation and communication efforts
* Minimum 3 years of total professional experience in the field of communication and coordination with CSO s / professional associations/ community development
* Additional NGO experience in respective fields will be considered as an advantage
* Experience related with design of Social Impact Assessments (SIA) will be considered as an advantage
* Knowledge on technical documentation design for construction of roads and other supporting transport infrastructure will be considered as an advantage;
* Relevant experience with projects of international financial institutions will be considered as an advantage
* Experience in delivering of technical assistance to LSGs in social safeguard / citizens engagement / infrastructure development sector will be considered as advantage
* Openness to change and ability to receive/integrate feedback
* Strong analytical skills and ability to identify key strategic issues, opportunities and risks
* Competence for incorporating gender perspectives into substantive work and ensuring the equal participation of women and man in all areas of work; commitment to the goal of gender balance in staffing and creating a gender sensitive working environment that pays attention to work/life issues
* Knowledge of computer, office software and web-based applications use
* Cultural, religion, race, nationality and age sensitivity and adaptability
* Excellent writing/reporting and presentation skills
* Excellent interpersonal, networking and team building skills
* Excellent knowledge of written and spoken Serbian and English

The Central Fiduciary Unit (CFU) of the Ministry of Finance now invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The evaluation criteria for the assignment:

• Qualifications and Competence relevant to the Assignment ( 50 Points)

• Specific Experience relevant to the Assignment ( 50 Points)

The applicable remuneration will be established considering the market range for similar assignment and previous candidate remuneration for similar services. During the negotiation of the contract the successful candidate is expected to provide evidence for previous remuneration level (copies of contracts, pay slip, etc.

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the ***World Bank’s Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services (July 2016, revised November 2017, August 2018*** ***and November 2020)*** (“the Regulations”) setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the *Open Competitive Selection of Individual Consultants* as set out in the Regulations.

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest in English language must be delivered in a written form to the email below, by **March 29, 2024, 12:00 hours, noon**, local time.

Interested consultants must provide **Cover Letter** (**name and reference number of the assignment to be indicated in the email**) and **CV** representing description of similar assignments, experience in similar conditions and availability of appropriate skills (**scanned diplomas to be sent with CV**).

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